

# Frequently Asked Questions

## Import/Export Authorization Portal for Natural Gas

### **1. What is the Portal?**

The Import/Export Authorization Portal for Natural Gas is a tool for interacting with the Department of Energy's (DOE) [natural gas regulatory program](#).

Currently, an authorization holder can file the monthly reports required under its order, change or update who can use the Portal on its behalf, and view its past monthly reports. Links are also available to existing import/export pages outside of the Portal. Other capabilities are planned to be added in the future.

### **2. Why is the Department of Energy adding this Portal?**

DOE is modernizing its capabilities for interacting with our user community. We are leveraging information technology to be more efficient and simplify users' interactions with DOE for routine reporting matters, reducing the time burden for users.

### **3. Do authorization holders have to use the Portal?**

All authorization holders are encouraged to file their monthly reports through the Portal. DOE is ready to help users learn the system, which provides an easier and more efficient method to file and view reports. DOE plans to add other capabilities in the future.

### **4. If I file monthly reports through the Portal, do I still have to send in reports by email?**

No. The Portal-filed reports will be entered directly into our database, so there is no need to send duplicates via email. The system will send you an email confirming DOE has received your submission. However, if you wish to email a report the first month you use the Portal (as a backup), you may do so.

### **5. Is anything else changing about the monthly reports?**

The monthly reporting requirements in orders, including the information collected, remains the same.

## **6. What happens if I have a problem filing reports through the Portal?**

If you have any issues filing monthly reports through the Portal, you can contact us (see below) to help you resolve the issue so you can file through the Portal. If you wish, you can prepare a report and send it to us as you currently do, while the issue is being resolved.

## **7. Who can I contact with questions about the Portal?**

Please contact [Brian.Lavoie@hq.doe.gov](mailto:Brian.Lavoie@hq.doe.gov) with any questions or issues about using the Portal. If you have a questions about monthly reporting in general, please contact us at [NGReports@hq.doe.gov](mailto:NGReports@hq.doe.gov).